



KENNETH ANTHONY ANDREWS

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Objective: To be a leading member of a dynamic and professional organization and to contribute my 20 years of hospitality experience, talents and skills to make a positive impact on **People, Quality** and **Revenue**.

Current Position: **Operations Manager**
Royal Catering LLC Abu Dhabi, UAE

Concept of Royal Catering LLC

Established in 2003 as a division of the Al-Mazroui Group and, Royal Catering has gained reputation as one of the region's leading catering and hospitality service provider. With a combination of expertise, quality and innovation, Royal Catering provides world class catering solutions across its three main divisions: Contractual, Commercial and Creation.

More than 1900 highly trained professional staff and state-of-the-art kitchens, including one of the UAE's largest kitchens and a unique fleet of mobile kitchens, have paved the way for Royal Catering to become the preferred choice of catering solutions in the region's hospitality industry as well as for international events.

"We are proud to be one of the region's leading catering and hospitality service providers."

Duties & Responsibilities

- Responsible and Assisting the General Manager for developing, planning, and ensuring the implementation of service standards in overall operations.
- Continuously suggests new concepts and improves existing processes that will benefit employees' role, revenues, costs and guest satisfaction.
- Conducts effective communication meetings with all section heads.
- Prepares and assisting periodic budgets, forecasts and capital expenditures for the operations.
- Actively participates in the HR related matters of the department, recruitment, appearance, appraisal, training and development, succession plans and disciplinary procedures.
- Maintains the highest standard of professionalism, ethics and attitude towards clients and colleagues.
- Develops strong, productive, professional relationships with all clients and contractors.
- Carries daily location inspections and regular set control measures.

- Drives the implementation of HACCP and ISO standards in the division and take corrective actions for non-conformities.
- Produces monthly concise reports and comments on trends highlighting corrective measure taken and to be monitored.
- Participates actively in daily executive morning briefings ensuring all communication within the operations is passed onto all head of departments.

Food & Beverage Manager
Yas Viceroy Abu Dhabi, UAE
April 2012 – December 2014

Concept of Yas Viceroy Hotel Abu Dhabi

As Yas Island Abu Dhabi's premier hotel, Yas Viceroy Abu Dhabi sets the standard for exceptional service throughout its 499 impeccable rooms and suites, 12 innovative dining venues and lounges, and the sumptuous ESPA at Yas Viceroy Abu Dhabi. Guests marvel at the incredible LED canopy that not only emits a concert of color and shade but also embraces the exhilarating Yas Marina Formula 1™ Circuit, defining the Abu Dhabi hotel as a landmark across Yas Island and one of the world's most extraordinary destinations. Watch high-speed races and practices from the hotel daily.

Duties & Responsibilities

- Responsible and Assisting the EAM i/c F&B for developing, planning, and ensuring the implementation of service standards in the F&B Service Division.
- Continuously suggests new concepts and improves existing processes that will benefit employees' role, revenues, costs and guest satisfaction.
- Conducts effective communication meetings with all FB section heads
- Prepares and assisting periodic budgets, forecasts and capital expenditures for the department.
- Analyses outlets revenue trends, cost trends, menu engineering and reservation projections and take corrective measures whenever necessary.
- Actively participates in the HR related matters of the department, recruitment, appearance, appraisal, training and development, succession plans and disciplinary procedures.
- Maintains the highest standard of professionalism, ethics and attitude towards clients and colleagues.
- Develops strong, productive, professional relationships with all stake holders guests.
- Assisting and prepares the FB manager in establishing an annual entertainment, promotional and festive seasons plans
- Carries daily outlet inspections and regular set control measures
- Drives the implementation of HACCP standards in the division and take corrective actions for non-conformities.
- Hands on the trainings of standards and systems
- Produces monthly concise reports and comments on trends highlighting corrective measure taken and to be monitored
- Participates actively in daily restaurant briefings ensuring all communication within the F&B is passed onto all team members.
- Actively manages the menu engineering process and POS based statistics incorporating these in monthly report for corrective actions where required
- Drives up-selling opportunities and guest satisfaction

Assistant Food & Beverage Director Banquet In charge
Emirates Palace Abu Dhabi, UAE
April 2006 – February 2012

Concept of Banquet & Conference Emirates Palace Abu Dhabi

Palace Conference Centre is the most luxurious and technologically advanced meeting facility in the region. The conference facilities include an auditorium with seating for 1100 guests, a main ballroom that can accommodate up to 2800 persons and an extensive range of 48 meeting rooms including a media centre and business centre.

In addition, six large terraces and a variety of pre-function areas provide many possibilities for breaks, cocktail receptions and banquets, set on 100 hectares of beautifully landscaped park with several open lawns. Emirates Palace offers spectacular outdoor venues for gala dinners and creative events.

Duties & Responsibilities

- In-charge of day to day banquet operations.
- Handled the Gulf's one of the most important and prestigious event the GCC Conference December 2010.
- Handled Ladies and Gents wedding of more than 3000 covers.
- Handled conferences and seminars, VIP cocktail receptions and business lunches and dinners.
- Personally supervised international conferences.
- Handle out-side caterings for royal families. And palace functions.
- Events and Concerts.

Jr. Assistant Food & Beverage Manager
Inter Continental Hotel Abu Dhabi, UAE
December 2004 – April 2006

- Generates revenue and control expenses, including implementation of strategies to increase F&B revenues, yielding of low-cost, high-margin ideas.
- Assist the F&B director in preparing the annual departmental operating budget and F&B business plan.
- Controls food, beverage and operational cost as well as the general stores expenses of the department (thru FBM).
- Organizes implements and maintain all local F&B marketing programs.
- Manages overall departmental profit & loss statement through target achievements.
- In-charge of the F&B departmental training plan and implementation.
- Champion of Fire, Life & Safety for the F&B department by ensuring the IHC Standards are strictly followed.
- Ensures strict sanitation, cleanliness and hygiene standards within the department is implemented and adhered to.
- Drives quality for the F&B department thru the Quality Ambassador program of the hotel and GSTS committee (Guest Satisfaction Tracking System)

Restaurants Manager
Inter Continental Hotel Abu Dhabi, UAE
December 2003 – December 2004

Duties & Responsibilities

- Manages overall departmental profit & loss statement by achieving or exceeding budgeted revenue for the F&B outlets.
- Develops formal training plans and implement them on the job to ensure IHC standards are met and exceeded.
- Monitors GSTS monthly results, as well as, F&B comments cards by ensuring action plans are in place.
- Supervises, Coordinates and directs the prompt, efficient and courteous service of the F&B outlets.
- Establishes and maintain effective employee relationship, including inter-divisional.
- Maintains proper communication with all associates and supports areas to ensure timely and superior guest services.
- Handles Restaurant Reservations Department.
- Holds monthly communication and empowerment meetings.
- Maintains IHG and Local Health Department Standards.

December 2000 - December 2003

Room Service Manager
(330 Rooms)

Inter Continental Hotel
Abu Dhabi, UAE

June 1999 – December 2000

Restaurant Manager
Pool Café Restaurant
(120 total seating capacity)
Inter Continental Hotel
Abu Dhabi, UAE

October 1998 – May 1999

Restaurant Manager
Bay shore Restaurant
(Includes Al Siran Shisha house)
(320 total seating capacity)
Inter Continental Hotels
Abu Dhabi, UAE

May 1996 – October 1998

Asst Head Waiter
Banquets
7 function rooms / ball room 1200 seating
Outside caterings 3000 largest
Inter Continental Hotels
Abu Dhabi, UAE

Duties & Responsibilities

- In-charge of day to day Banquets Operations.
- Handled ladies and gents weddings of more than 2000 covers.
- Handled conferences, seminars, VIP cocktail receptions, and business lunches and dinners.

- Personally supervised Gulf Countries Council (GCC) conferences and International Defense Exhibition from set-up to operational.
- Handled outside caterings for royal families and weddings, Palace functions, Camel Races, Horse racing events, Dessert safaris, Dhow trips and concerts.

March 1993 – February 1996

Banquet Captain
Inter Continental Hotels
Abu Dhabi UAE

February 1985 – February 1993

Captain
Taj Residency Bangalore
(Taj Groups of Hotels)
Bangalore – India

Educational Background

March 1983

Graduated
Cathedral High School
Bangalore – India

March 2000

Graduated of B. Sc. Hotel Management
University of Jamia Peer Mohammed
Hyderabad – India

Training & Development

Pathways 2003
Service Leadership
Handling Guest Complaints
Neuro Planning Linguistic (NPL)
Group Training
Assertive Skills Training
Elementary Food Hygiene Training
Intermediate Food Hygiene Training

SKEA Seminars
Management performance & Development
Management Training & Development
Presentation Skills Training
Craft Training
Selling with extra efforts to gather
(SWEET) Training
Etiquette & Protocol Training Program

Personal Background

Nationality
Passport no
Expiry date
Height
Weight
Date of Birth
Marital status
Languages

Indian
M4761328
January 2025
169cm
72 kg
25 Feb
Married
English, Hindi, Kannada
(Spoken & Written – excellent)